

PENTAGON RENOVATION PROGRAM

FREEDOM OF INFORMATION ACT POLICY

No. 00-01
November 2, 1999

1.0 Purpose

This document establishes Pentagon Renovation Program (PENREN) policy and procedures for administering the Freedom of Information Act (FOIA).

2.0 References

- a. Title 5, United States Code, Section 552, Freedom of Information Act,
- b. Title 5, United States Code, Section 552a, Privacy Act of 1974,
- c. Federal Acquisition Regulation (FAR) Subpart 24.2, Freedom of Information Act,
- d. Department of Defense (DoD) Directive 5400.7, DoD FOIA Program, September 29, 1997, <http://web7.whs.osd.mil/text/d54007p.txt>,
- e. DoD 5400.7-R, DoD FOIA Program, September 1998, [http://web7.whs.osd.mil/pdf2/54007r\(9-98\)/p54007r.pdf](http://web7.whs.osd.mil/pdf2/54007r(9-98)/p54007r.pdf),
- f. DoD Instruction 5400.10, OSD Implementation of DoD FOIA Program, January 24, 1991, <http://web7.whs.osd.mil/text/i540010p.txt>,
- g. DoD 5200.1-R, Information Security Program Regulation, January 1997, <http://web7.whs.osd.mil/html/52001r.htm>,
- h. DoD 5400.1 I-R, DoD Privacy Act Program, August 31, 1983, <http://web7.whs.osd.mil/html/540011r.htm>,
- i. DoD FOIA Handbook, <http://www.defenselink.mil/pubs/foi/foiapam3.pdf>.

3.0 Policy

PENREN will make program information available to the public to the maximum extent consistent with the law and national security. Program policy documents and releasable information will be posted on the PENREN Internet site for free access by the public. FOIA requests will be processed in accordance with the requirements of the above-referenced authorities and those stated in this document. FOIA guidance and hyperlink connections to the above-referenced documents will be posted in the FOIA Guidance Documents folder on the PENREN G-drive for ease of access by PENREN employees. All PENREN employees will become familiar with the requirements of this document to insure timely processing of FOIA requests initially received by someone other than the PENREN FOIA Point of Contact (POC).

4.0 Procedures

- a. The PENREN Program Management Group Leader (PMGL) is designated as the **PENREN FOIA POC**. The Logistics Support Integrated Product Team Leader (LSIPTL) will establish a FOIA database and FOIA log to track the status of all PENREN FOIA requests. The LSIPTL will retain copies of all documents and correspondence related to each FOIA request. No later than 15 days before the end of each calendar quarter, the LSIPTL will forward updates

for the Index of Final Opinions and new PENREN FOIA statements of policy, administrative manuals, or instructions that affect the public to the OSD Records Administrator, Washington Headquarters Services.

- b. The PENREN Deputy Program Manager (DPM) is designated as the PENREN Initial Denial Authority (IDA).
- c. The LSIPTL will initially notify the Director, Freedom of Information and Security Review (DFOISR), Washington Headquarters Services, in writing of the name and telephone number of the PENREN FOIA POC and the PENREN IDA and will keep the DFOISR apprised of any changes.
- d. FOIA requests initially received by PENREN employees directly from a requester will be hand carried immediately to the PMGL (the PENREN FOIA POC). The PMGL will copy the request and immediately forward the original to the DFOISR by the fastest means available, e.g., fax or courier. It is of paramount importance that the request is sent to the DFOISR as soon as possible after initial receipt. The PMGL will forward the copy of the FOIA request to the LSIPTL. The LSIPTL will log the FOIA request into the PENREN tracking system. The LSIPTL will coordinate with the DPM and the knowledgeable Geographic or Functional team leader. An Action Officer (AO) will be designated by the appropriate Geographic or Functional team leader to begin review of the request before the FOIA request is returned to PENREN by the DFOISR. When the DFOISR returns the FOIA request package, the AO will promptly complete all appropriate forms and process the request in accordance with the procedures described below.
- e. Following initial receipt of a FOIA request package by the PENREN FOIA POC from the DFOISR, an AO will be designated, in accordance with the procedures described in the paragraph above, to review and gather appropriate information and prepare the FOIA response, as described below.
- f. The AO will complete all appropriate forms that are part of the FOIA package received from the DFOISR. The package will normally include an SD Form 466, *FOIA Cover Sheet*; SD Form 472, *Request Information Sheet*; DD Form 2056, *Record of Freedom of Information Processing Cost*; and DD Form 2086-1, *Record of Freedom of Information Processing Cost for Technical Data* (if appropriate). These documents will need to be completed, with the appropriate review and concurrence included, and ultimately returned to DFOISR. Copies of records denied in total will not be sent to DFOISR in the initial request stage response (see also Attachment 1, *PENREN FOIA Initial Request Stage Processing Flow Chart*); however, DFOISR will be notified of the number of pages withheld and this should be reflected in the "Remarks" section on the SD Form 472. Should an appeal result, information denied in total will be forwarded as part of the appellate review stage response (see also Attachment 2, *PENREN FOIA Appeal Stage Processing Flow Chart*). When a copy of a requested document cannot be made available by the suspense date, the delay shall be explained on the SD Form 472 and a date indicated when the record will be available. The AO will carefully review the request and compare it to the FOIA exemptions stated in Chapter 3, DoD Freedom of Information Act Program, September 1998, [http://web7.whs.osd.mil/pdf2/54007r\(9-98\)/p54007r.pdf](http://web7.whs.osd.mil/pdf2/54007r(9-98)/p54007r.pdf). The AO may seek the assistance and advice of the Washington Headquarters Services (WHS) Office of General Counsel in this analysis. Should the AO recommend denial of all or any portion of the request, the SD Form 472 will be appropriately documented.
- g. Requests for extensions to any DFOISR FOIA suspense will be forwarded to the DFOISR at least three working days before the existing suspense date. Extensions may not exceed five working days unless the requested documents are located outside the immediate area. The AO will coordinate with the LSIPTL before requesting any extension.
- h. The AO is responsible for contacting the Federal Records Center, Suitland, Maryland, if the requested record has been retired to that center. The AO will coordinate directly with the FOIA POC or AOs of other DoD and non-DoD organizations when necessary. If the AO is unable to make necessary coordination with non-DoD organizations, coordination assistance may be requested from the DFOISR. DFOISR attention or intervention should also be requested as soon as possible in other unusual situations where the AO cannot complete the FOIA response. The AO will coordinate with the LSIPTL before such assistance is requested.
- i. The FOIA response package will be forwarded to the knowledgeable Geographic or Functional Team Leader for review and concurrence. Geographic and Functional Team Leaders will review the request and draft response with particular attention devoted to the various types of information protected by the FOIA, e.g., Trade Secrets and confidential commercial information. If necessary, discussions with various offices may be conducted; e.g., the WHS Office of General Counsel, the Acquisition IPTL, knowledgeable program management sources. The completed FOIA response package will then be forwarded to the LSIPTL. The LSIPTL will send the package to the WHS Office of General Counsel for legal review and concurrence. After General Counsel concurrence is received, the LSIPTL will send the package to the PMGL for review. Following this review, the package will be sent to the IDA. The IDA

will sign the accompanying SD Form 472. The LSIPTL will forward the completed package, including two copies of all OSD records approved for release, to the DFOISR.

- j. The DFOISR will be provided two copies of all OSD records approved for release and two excised copies of any records where release is denied in part. No copies of records denied in total will be forwarded with the initial request stage response. Denied material will be blackened as to reveal no information (The best way to ensure the illegibility of denied information is to cut out the denied information from a copy of the document and reproduce the excised pages. Then blacken the excised portions on the reproduction.). If the excised information made the document classified, all classification markings will be lined through with a single black line, which still allows the marking to be read. The document shall then be stamped "Unclassified." Segregable unclassified information not otherwise exempt must be released. Minimally, review for segregability shall be at the paragraph level.
- k. When the issues raised in a FOIA request are of unusual significance, precedent setting, or otherwise require special guidance, the IDA may refer the case to the DFOISR for review and evaluation. Any case referred to the DFOISR for this purpose shall be transmitted with a memorandum signed by the IDA. The memorandum will establish the nature of the referral. Unless notified to the contrary by the DFOISR, referral of such cases to the DFOISR does not relieve PENREN of the responsibility of reaching an initial decision on the request within the established suspense date.
- l. Records that originated outside OSD that are in PENREN's possession and that are responsive to a FOIA request shall also be forwarded to the DFOISR in two copies, so the records may be referred to the originating office or Agency for a final release determination. When there is a significant DoD interest in the non-OSD originated records, they shall be reviewed and staffed, and a recommended DoD release determination provided with the records to the DFOISR.
- m. The DFOISR collects appropriate fees from requesters.
- n. "No Record" determinations may be made when the requested record cannot be located. An explanation on the SD Form 472 will indicate which records could not be located. If the request is essentially for information and is not a request for records or documents, the FOIA does not require the agency to "create" a record in order to satisfy the request.
- o. Appeals of PENREN IDA decisions received by the DFOISR will be returned to PENREN for IDA reconsideration. A draft recommended appeal response will be prepared by the original AO, if possible. The knowledgeable Geographic or Functional Team Leader will review the appeal package and a final proposed response prepared. The package will then be forwarded to the LSIPTL. The LSIPTL will send the entire package to the WHS Office of General Counsel for legal review and concurrence. Following General Counsel concurrence, the IDA will sign the response. The completed appeal package will then be returned to the DFOISR by the LSIPTL. The completed appeal package provided to the DFOISR will include a copy of all denied records. The information recommended for denial shall be bracketed in black pencil and the appropriate FOIA exemption and rationale indicated on the SD Form 472 accompanying the appellate package. The Director, Administration and Management, is the appellate authority.
- p. Individuals requesting information on how to submit a FOIA request may be referred to the LSIPTL or to the DoD FOIA Handbook, <http://www.defenselink.mil/pubs/foi/foiapam3.pdf>, which is designed to assist them.
- q. If classified information is involved in a FOIA request, the AO should review DoD 5200.1-R, Information Security Program Regulation, January 1997, <http://web7.whs.osd.mil/html/5200.1r.htm>. When denial of a request is based on a security classification, the SD Form 472 explanation shall indicate that a current review of the record supports continued classification. It shall also contain a specific rationale supporting the decision for continued classification of the document. When a requested classified record is totally denied, a copy of the requested classified document will not be provided to the DFOISR and the SD Form 472 explanation shall state that it was not possible to segregate portions of the record.
- r. A classified document containing unclassified information may not be denied in total under exemption one of the FOIA unless the unclassified information, when taken as a whole, would reveal classified information. Denial of release of unclassified information not meeting that standard may only be done by exerting one or more of FOIA exemptions two through nine.

- s. If classified records are downgraded, declassified, or reclassified as a result of a FOIA review, the PMGL will establish procedures to appropriately mark record copies and notify holders of the effected records.
- t. The law related to FOIA requests and exemptions is complex and changes frequently as a result of court decisions. Action Officers shall make full use of the information and advice available from the WHS Office of General Counsel.
- u. FOIA requests may have Privacy Act considerations. The Privacy Act may be reviewed at the following Internet site:
<http://web7.whs.osd.mil/html/540011r.htm>.

This PMP is effective immediately. It will remain in effect until modified or rescinded. It supercedes all previous PENREN guidance on this subject.


WALKER LEE EVERY
Pentagon Renovation Program Manager

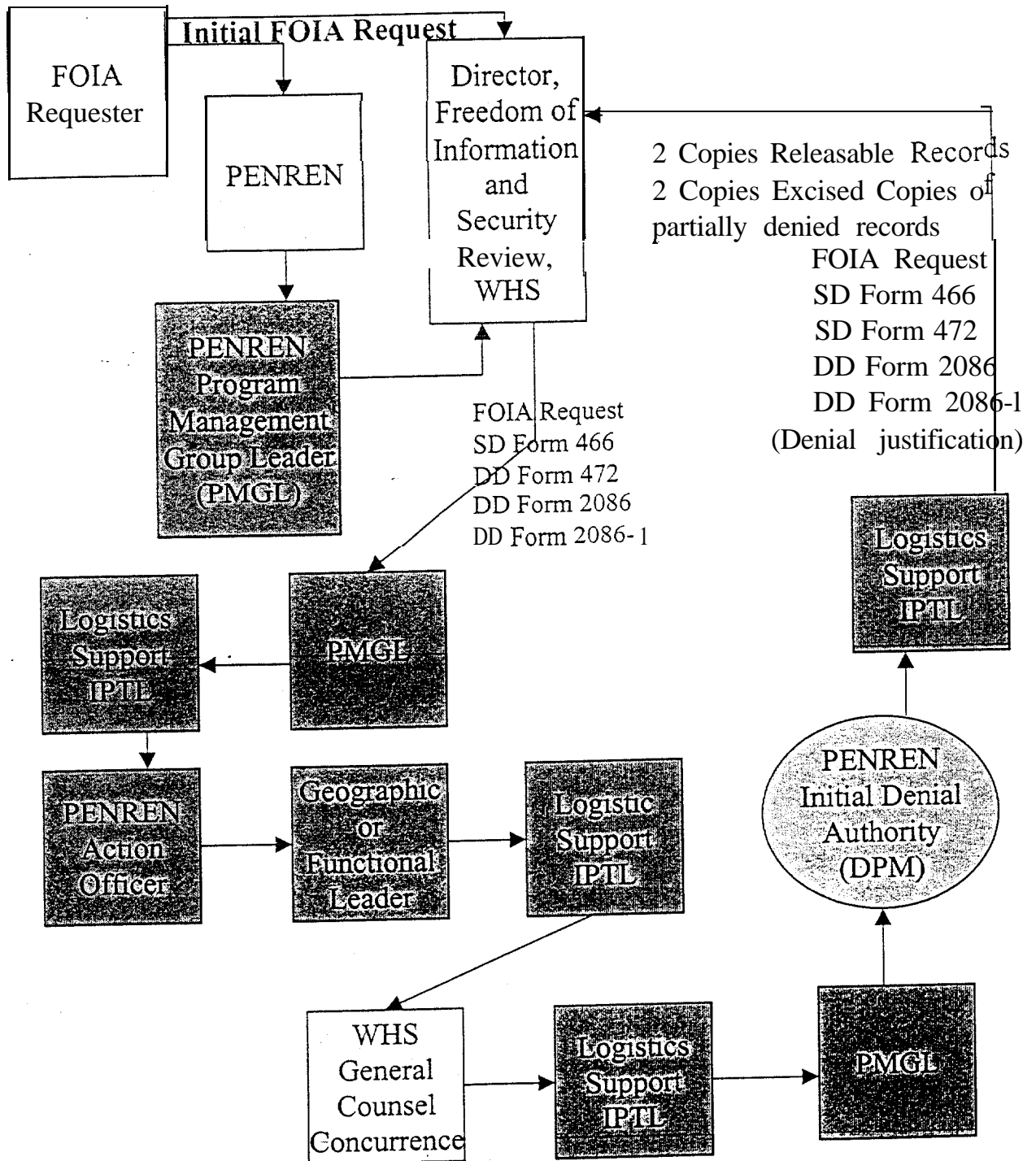
02 November 1999
Date

Attachments

1. PENREN FOIA Initial Request Stage Processing Flow Chart
2. PENREN FOIA Appeal Stage Processing Flow Chart

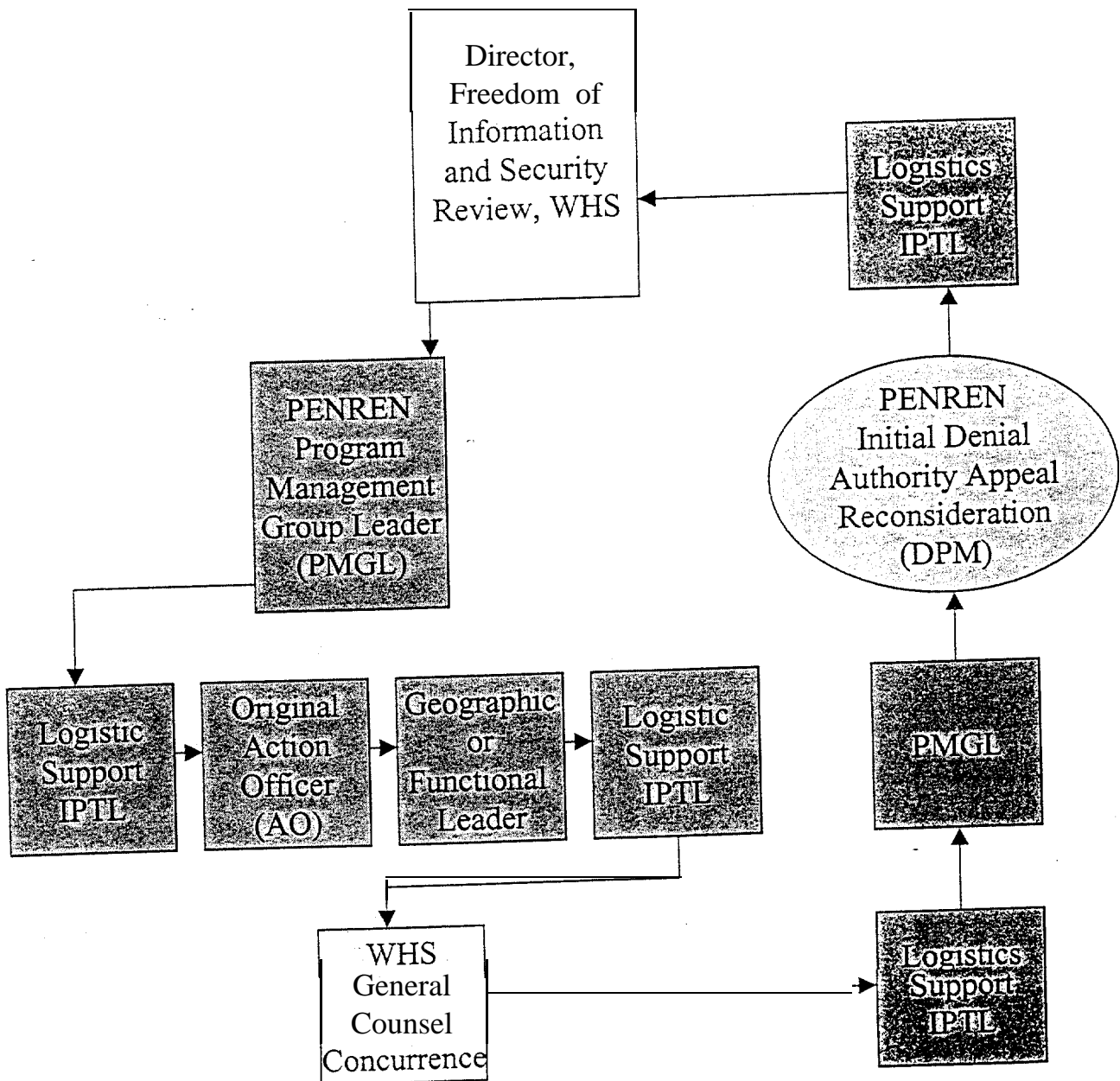
PENREN FOIA

Initial Request Stage Processing Flow Chart



PENREN FOIA

Appeal Stage Processing Flow Chart





Administration
& Management

OFFICE OF THE SECRETARY OF DEFENSE

1950 DEFENSE PENTAGON
WASHINGTON, DC 20301-1950

February 4, 1999

Administrative Reissuance Incorporating Change 1, September 7, 2000

ADMINISTRATIVE INSTRUCTION NO. 81

SUBJECT: Privacy Program

- References: (a) Administrative Instruction No. 81, "Privacy Program," January 13, 1986 (hereby canceled)
- (b) Section 552a of title 5, United States Code, "Privacy Act of 1974," as amended
 - (c) Office of Management and Budget (OMB) Circular No. A-130, Transmittal No. 3, Appendix I, "Federal Agency Responsibilities for Maintaining Records About Individuals," February 8, 1996
 - (d) DoD 5400.11-R, "Department of Defense Privacy Program," August 1983, authorized by DoD Directive 5400.11, June 9, 1982
 - (e) through (i), see enclosure 1

1. REISSUANCE AND PURPOSE

This Administrative Instruction reissues reference (a) to update and implement basic policies and procedures outlined in references (b), (c), and (d) and to provide guidance and procedures for use in establishing the Privacy Program in the Office of the Secretary of Defense (OSD) and those organizations assigned to OSD for administrative support.

2. APPLICABILITY AND SCOPE

This Instruction:

- 2.1. Applies to the OSD, the Chairman of the Joint Chiefs of Staff, Uniformed

Services University of the Health Sciences (USUHS) and other activities assigned to OSD for administrative support hereafter referred to collectively as "OSD Components."

2.2. Covers record systems maintained by OSD Components and governs the maintenance, access, change, and release of information contained in OSD Component record systems, from which information about an individual is retrieved by a personal identifier.

3. DEFINITIONS

The terms used in this Instruction are defined in enclosure 2.

4. POLICY

4.1. It is DoD policy to safeguard personal information contained in any system of records maintained by any DoD Component and to permit any individual to know what existing records pertain to him or her in any OSD Component covered by this Instruction.

4.2. Each office maintaining records and information about individuals shall ensure that their privacy is protected from unauthorized disclosure of personal information. These offices shall permit individuals to have access to, and to have a copy made of all, or any portion of records about them, except as provided in Chapters 3 and 5, DoD 5400.11-R (reference (d)), and to have an opportunity to request that such records be amended as provided by the Privacy Act of 1974 (reference (b)) and Chapter 3 of DoD 5400.11-R (reference (d)). Individuals requesting access to their records shall receive concurrent consideration under reference (b) and the Freedom of Information Act reference (e) as amended, if appropriate.

4.3. Heads of OSD Components shall maintain any necessary record of a personal nature that is individually identifiable in a manner that complies with the law and DoD policy. Any information collected must be as accurate, relevant, timely, and complete as is reasonable to ensure fairness to the individual. Adequate safeguards must be provided to prevent misuse or unauthorized release of such information.

5. RESPONSIBILITIES

5.1. The Director of Administration and Management, Office of the Secretary of Defense (DA&M, OSD) shall:

5.1.1. Direct and administer the DoD Privacy Program for OSD Components.

5.1.2. Establish standards and procedures to ensure implementation of and compliance with the Privacy Act of 1974, OMB Circular No. A-130, and DoD 5400.11-R (references (b), (c), and (d)).

5.1.3. Designate the Director for Freedom of Information and Security Review as the point of contact for individuals requesting information or access to records and copies about themselves.

5.1.4. Serve as the appellate authority within OSD when a requester appeals a denial for access to records under the Privacy Act (reference (b)).

5.1.5. Serve as the appellate authority within OSD when a requester appeals a denial for amendment of a record or initiates legal action to correct a record.

5.1.6. Evaluate and decide, in coordination with The General Counsel of the Department of Defense (GC, DoD), appeals resulting from denials of access or amendments to records by the OSD Components.

5.1.7. Designate the Directives and Records Division, Correspondence and Directives Directorate, Washington Headquarters Services (WHS) as the office responsible for all aspects of the Privacy Act (reference (b)), except that portion about receiving and acting on public requests for personal records. As such, the Directives and Records Division shall:

5.1.7.1. Exercise oversight and administrative control of the Privacy Act Program in OSD and those organizations assigned to OSD for administrative support.

5.1.7.2. Provide guidance and training to organizational entities as required by references (b) and (c). *Periodic training will be provided to public affairs officers and others who may be expected to deal with the news media or the public.*

5.1.7.3 Collect and consolidate data from OSD Components, and submit an annual report to the Defense Privacy Office, as required by references (b) and (c), and DoD 5400.11-R (reference (d)).

5.1.7.4 Coordinate and consolidate information for reporting all record systems, as well as changes to approved systems, to the OMB, the Congress, and the Federal Register, as required by references (b), (c), and (d).

5.1.7.5 Collect information from OSD Components, and prepare consolidated reports required by references (b) and (d).

5.2. The Director for Freedom of Information and Security Review shall:

5.2.1. Forward requests for information or access to records to the appropriate OSD Component having primary responsibility for any pertinent system of records under reference (b), or to OSD Components, under the Freedom of Information Act (reference (e)), as amended.

5.2.2. Maintain deadlines to ensure that responses are made within the time limits prescribed in DoD 5400.7-R (reference (f)), DoD Instruction 5400.10 (reference (g)), reference (d), and this Instruction.

5.2.3. Collect fees charged and assessed for reproducing requested materials.

5.2.4. Refer all matters about amendments of records and general and specific exemptions under the Privacy Act of 1974 (reference (b)) to the proper OSD Components.

5.3. The General Counsel of the Department of Defense shall:

5.3.1. Coordinate all OSD final denials of appeals for amending records, and review actions to confirm denial of access to records, as appropriate

5.3.2. Provide advice and assistance to the DA&M, OSD, in the discharge of appellate and review responsibilities, and to the DFOISR on all access matters.

5.3.3. Provide advice and assistance to OSD Components on legal matters pertaining to the Privacy Act of 1974 (reference (b)).

5.4. The Heads of the OSD Components shall:

5.4.1. Designate an individual as the point of contact for Privacy Act (reference (b)) matters; designate an official to deny initial requests for access to an individual's records or changes to records; and advise both DA&M, OSD, and DFOISR of names of officials so designated.

5.4.2. Report any new record system, or changes to an existing system, to the Chief, Directives and Records Division, WHS, at least 90 days before the intended use of the system.

5.4.3. Review all contracts that provide for maintaining records systems, by or on behalf of his or her office, to ensure within his or her authority, that language is included that provides that such systems shall be maintained in a manner consistent with reference (b).

5.4.4. Revise procurement guidance to ensure that any contract providing for the maintenance of a records system, by or on behalf of his or her office, includes language that ensures that such system shall be maintained in accordance with reference (b).

5.4.5. Revise computer and telecommunications procurement policies to ensure that Agencies review all proposed contracts for equipment and services to comply with reference (b).

5.4.6. Coordinate with Automatic Data Processing (ADP) and word processing managers providing services to ensure that an adequate risk analysis is conducted to comply with DoD 5400.11-R (reference (d)).

5.4.7. Review all Directives that require forms or other methods used to collect information about individuals to ensure that they are in compliance with reference (b).

5.4.8. Establish administrative systems in OSD Component organizations to comply with the procedures listed in this Instruction and reference (d).

5.4.9. Coordinate with the GC, DoD, on all proposed denials of access to records.

5.4.10. Provide justification to the DFOISR when access to a record is denied in whole or in part.

5.4.11. Provide the record to the DFOISR when the initial denial of a request for access to such record has been appealed by the requester, or at the time of initial denial when appeal seems likely.

5.4.12. Maintain an accurate account of the actions resulting in a denial for

access to a record or for the correction of a record. This account should be maintained so that it can be readily certified as the complete record of proceedings if litigation occurs.

5.4.13. Ensure that all personnel who either have access to the system of records, or who are engaged in developing or supervising procedures for handling records in the system, are aware of their responsibilities for protecting personal information as established in the Privacy Act and DoD 5400.11R (references (b) and (d)).

5.4.14. Forward all requests for access to records received directly from an individual to the DFOISR for appropriate suspense control and recording.

5.4.15. Provide DFOISR with a copy of the requested record when the request is granted.

5.5. The Requester who desires to submit a request is responsible for:

5.5.1. Determining whether to submit the request in writing or in person. A requester who seeks access to records pertaining to himself or herself who are filed by his or her name or personal identifier:

5.5.1.1. May make such a request in person to the custodian of the records. If the requester is not satisfied with the response, however, in order to invoke any provision of reference (b), reference (d), or this Instruction, the requester must file a request in writing as provided in paragraph 6.2.10. The requester must provide proof of identity by showing driver's license or similar credentials.

5.5.2. Describing the record sought, and providing sufficient information to enable the material to be located (e.g., identification of system of records, approximate date it was initiated, originating organization, and type of document).

5.5.3. Complying with procedures provided in reference (d) for inspecting and/or obtaining copies of requested records.

5.5.4. Submitting a written request to amend the record to the system manager or to the office designated in the system notice.

6. PROCEDURES

6.1. Publication of Notice in the Federal Register

6.1.1. A notice shall be published in the Federal Register of any record system meeting the definition of a system of records in reference (d).

6.1.2. Regarding new or revised records systems, each OSD Component shall provide the Chief, Directives and Records Division, with 90 days advance notice of any anticipated new or revised system of records. This material shall be submitted to the OMB and to Congress at least 60 days before use and to the Federal Register at least 30 days before being put into use, to provide an opportunity for interested persons to submit written data, views, or arguments to the OSD Components. Instructions on content and preparation are outlined in reference (d).

6.2. Access to Information on Records Systems

6.2.1. Upon request, and as provided by the Privacy Act (reference (b)), records shall be disclosed only to the individual they pertain to and under whose individual name or identifier they are filed, unless exempted by provisions stated in reference (d).

6.2.2. There is no requirement under reference (b) that a record be created or that an individual be given access to records that are not in a group of records that meet this definition of a system of records in reference (b).

6.2.3. Granting access to a record containing personal information shall not be conditioned upon any requirement that the individual state a reason or otherwise justify the need to gain access.

6.2.4. No verification of identity shall be required of an individual seeking access to records that are otherwise available to the public.

6.2.5. Individuals shall not be denied access to a record in a system of records about themselves because those records are exempted from disclosure under DoD 5400.7-R (reference (f)). Individuals may only be denied access to a record in a system of records about themselves when those records are exempted from the access provisions of the Privacy Act under DoD 5400.11-R, Chapter 5 (reference (d)).

6.2.6. Individuals shall not be denied access to their records for refusing to disclose their Social Security Numbers (SSNs), unless disclosure of the SSN is required by statute, by regulation adopted before January 1, 1975, or if the record's filing identifier and only means of retrieval is by SSN.

6.2.7. Individuals may request access to their records, in person or by mail, in accordance with the procedures outlined in paragraph 6.2.8., below.

6.2.8. Information necessary to identify a record is: the individual's name, date of birth, place of birth, identification of the records system as listed in the Federal Register, or sufficient information to identify the type of records being sought, and the approximate date the records might have been created. Any individual making a request for access to records in person shall come to the Directorate for Freedom of Information and Security Review (DFOISR), Room 2C757, Pentagon, Washington, DC 20301-1155; and shall provide personal identification acceptable to the Director, DFOISR, to verify the individual's identity (e.g., driver's license, other licenses, permits, or passes used for routine identification purposes).

6.2.9. If an individual wishes to be accompanied by a third party when seeking access to records or wishes to have the record released directly to a third party, the individual may be required to furnish a signed access authorization granting the third party access.

6.2.10. Any individual submitting a request by mail for access to information shall address such request to the Directorate for Freedom of Information and Security Review, Pentagon, Room 2C757, Washington, DC 20301-1155. To verify the identity of the individual, the request shall include either a signed notarized statement or an unsworn declaration in the format specified by 28 U.S.C. §1746 (reference (h)).

6.2.11. The following procedures shall apply to requests for access to records or information compiled for law enforcement purposes:

6.2.11.1. Individuals requesting access to records or information about themselves and compiled for law enforcement purposes are processed under DoD 5400.11-R (reference (d)) and DoD 5400.7-R (reference (f)) to give them the greater degree of access.

6.2.11.2. Individual requests for access to records or information about themselves and compiled for law enforcement purposes (and in the custody of law enforcement activities) that have been incorporated into the records system, exempted from the access provisions of reference (d), will be processed in accordance with subsection C1.5.13. and Chapter 5, reference (f). Individuals shall not be denied access to records solely because they are in the exempt system, but they will have the same access that they would receive under reference (f). (Also see subsection A.10., Chapter 3, reference (d).)

6.2.11.3. Requests by individuals for access to records or information about themselves and compiled for law enforcement purposes that are in records systems exempted from access provisions will be processed under subsection C.1., Chapter 5 of reference (d) or reference (f), depending upon which regulation gives the greater degree of access. (See also subsection A.10., Chapter 3, reference (d).)

6.2.11.4. Individual requests for access to records or information about themselves and compiled for law enforcement purposes exempted from access under Section B, Chapter 5 of reference (d), that are temporarily in the hands of a non-law enforcement element for adjudicative or personnel actions, shall be referred to the originating agency. The requester will be informed in writing of these referrals.

6.2.12. The following procedures shall apply to requests for illegible, incomplete, or partially exempt records:

6.2.12.1. An individual shall not be denied access to a record or a copy of a record solely because the physical condition or format of the record does not make it readily available (e.g., deteriorated state or on magnetic tape). The document will be prepared as an extract, or it will be exactly recopied.

6.2.12.2. If a portion of the record contains information that is exempt from access, an extract or summary containing all of the information in the record that is releasable shall be prepared.

6.2.12.3. When the physical condition of the record makes it necessary to prepare an extract for release, the extract shall be prepared so that the requester will understand it.

6.2.12.4. The requester shall be informed of all deletions or changes to records.

6.2.13. Medical records shall be disclosed to the individual they pertain to, unless a determination is made in consultation with a medical doctor, that the disclosure could have adverse effects on the individual's physical or mental health. Such information may be transmitted to a medical doctor named by the individual concerned. If the named medical doctor declines to provide the record to the individual, the OSD Component shall take positive action to ensure that the requested records are provided the individual.

6.2.14. The individual may be charged reproduction fees for copies or records as outlined in DoD 5400.11-R (reference (d)).

6.3. Request to Amend Personal Information in Records Systems and Disputes

6.3.1. The Head of an OSD Component, or the designated official, shall allow individuals to request amendment to their records to the extent that such records are not accurate, relevant, timely, or complete. Requests should be as brief and as simple as possible and should contain, as a minimum, identifying information to locate the record, a description of the items to be amended, and the reason for the change. A request shall not be rejected nor required to be resubmitted unless additional information is essential to process the request. Requesters shall be required to provide verification of their identity as stated in paragraph 6.2.8., above, to ensure that they are seeking to amend records about themselves, and not, inadvertently or intentionally, the records of others.

6.3.2. The appropriate system manager shall mail a written acknowledgment to an individual's request to amend a record within 10 days after receipt, excluding Saturdays, Sundays, and legal public holidays. Such acknowledgment shall identify the request and may, if necessary, request any additional information needed to make a determination. No acknowledgment is necessary if the request can be reviewed, processed, and if the individual can be notified of compliance or denial within the 10-day period. Whenever practical, the decision shall be made within 30 working days. For requests presented in person, written acknowledgment may be provided at the time the request is presented.

6.3.3. The Head of an OSD Component, or designated official, shall promptly take one of the following actions on requests to amend the records:

6.3.3.1. If the OSD Component official agrees with any portion or all of an individual's request, he or she will proceed to amend the records in accordance with existing statutes, regulations, or administrative procedures, and inform the requester of the action taken. The OSD Component official shall also notify all previous holders of the record that the amendment has been made, and shall explain the substance of the correction.

6.3.3.2. If the OSD Component official disagrees with all or any portion of a request, the individual shall be informed promptly of the refusal to amend a record, the reason for the refusal, and the procedure established by OSD for an appeal as outlined in paragraph 6.3.6., below.

6.3.3.3. If the request for an amendment pertains to a record controlled and maintained by another Federal Agency, the request shall be referred to the appropriate Agency, and the requester advised of this.

6.3.4. The following procedures shall be used when reviewing records under dispute:

6.3.4.1. In response to a request for an amendment to records, officials shall determine whether the requester has adequately supported their claim that the record is inaccurate, irrelevant, untimely, or incomplete.

6.3.4.2. The Head of an OSD Component, or designated official, shall limit the review of a record to those items of information that clearly bear on any determination to amend the records and shall ensure that all those elements are present before determination is made.

6.3.5. If the Head of an OSD Component, or designated official, after an initial review of a request to amend a record, disagrees with all or any portion of a record, he or she shall:

6.3.5.1. Advise the individual of the denial and the reason for it.

6.3.5.2. Inform the individual that he or she may appeal the denial.

6.3.5.3. Describe the procedures for appealing the denial including the name and address of the official to whom the appeal should be directed. The procedures should be as brief and simple as possible.

6.3.5.4. Furnish a copy of the justification of any denial to amend a record to the DA&M, OSD.

6.3.6. If an individual disagrees with the initial OSD determination, he or she may file an appeal. The request should be sent to the Director of Administration and Management, Office of the Secretary of Defense (DA&M, OSD), 1950 Defense Pentagon, Washington, DC 20301-1950, if the record is created and maintained by an OSD Component.

6.3.7. If, after review, the DA&M, OSD further refuses to amend the record as requested, he shall advise the individual:

6.3.7.1. Of the refusal and the reason and authority for the denial.

6.3.7.2. Of his or her right to file a statement of the reason for disagreeing with the DA&M's decision.

6.3.7.3. Of the procedures for filing a statement of disagreements.

6.3.7.4. That the statement filed shall be made available to anyone the record is disclosed to, together with a brief statement, at the discretion of the OSD Component, summarizing its reasons for refusing to amend the records.

6.3.7.5. That prior recipients of copies of disputed records be provided a copy of any statement of dispute to the extent that an accounting of disclosure is maintained.

6.3.7.6. Of his or her right to seek judicial review of the DA&M's refusal to amend a record.

6.3.8. If, after the review, the DA&M, OSD, determines that the record should be amended in accordance with the individual's request, the OSD Component shall amend the record, advise the individual, and inform previous recipients where an accounting of disclosure has been maintained.

6.3.9. All appeals should be processed within 30 days (excluding Saturdays, Sundays, and legal public holidays) after receipt by the proper office. If the DA&M determines that a fair and equitable review cannot be made within that time, the individual shall be informed in writing of the reasons for the delay and of the approximate date the review is expected to be completed.

6.4. Disclosure of Disputed Information

6.4.1. If the DA&M, OSD, has refused to amend a record and the individual has filed a statement under paragraph 6.3.7., above, the OSD Component shall clearly annotate the disputed record so that it is apparent to any person to whom the record is disclosed that a statement has been filed. Where feasible, the notation itself shall be integral to the record. Where an accounting of a disclosure has been made, the OSD Component shall advise previous recipients that the record has been disputed and shall provide a copy of the individual's statement.

6.4.1.1. This statement shall be maintained to permit ready retrieval whenever the disputed portion of the record is to be disclosed.

6.4.1.2. When information that is the subject of a statement of dispute is subsequently disclosed, the OSD Component's designated official shall note which information is disputed and provide a copy of the individual's statement.

6.4.2. The OSD Component shall include a brief summary of its reasons for not making a correction when disclosing disputed information. Such statement shall normally be limited to the reasons given to the individual for not amending the record.

6.4.3. Copies of the OSD Component's summary will be treated as part of the individual's record; however, it will not be subject to the amendment procedure outlined in paragraph 6.3.3., above.

6.5. Penalties

6.5.1. Civil Action

6.5.1.1. An individual may file a civil suit against the United States and may recover damages, for:

6.5.1.1.1. Refusal to amend a record.

6.5.1.1.2. Improper denial of the access to a record.

6.5.1.1.3. Failure to maintain an accurate, relevant, timely, and complete record that is used to make determinations adverse to the individual.

6.5.1.2. An individual may also file a suit against the United States for failure to implement a provision of the Privacy Act (reference (b)) when such failure leads to an adverse determination.

6.5.1.3. If the individual's suit is upheld, the court may direct the United States to pay the court costs and attorney's fees.

6.5.2. Criminal Action

6.5.2.1. Criminal penalties may be imposed against an OSD officer or employee for certain offenses listed in Section (i) of the Privacy Act (reference (b)), as follows: willful unauthorized disclosure of protected information in the records; failure to publish a notice of the existence of a record system in the Federal Register; requesting or gaining access to the individual's record under false pretenses.

6.5.2.2. An OSD officer or employee may be fined up to \$5,000 for a violation as outlined in subparagraph 6.5.2.1., above.

6.5.3. Litigation Status Sheet. Whenever a complaint citing reference (b) is filed in a U.S. District Court against the Department of Defense, a DoD Component, or any DoD employee, the responsible system manager shall promptly notify the Defense Privacy Office. The litigation status sheet in DoD 5400.11-R (reference (d)) provides a standard format for this notification. (The initial litigation status sheet shall, as a minimum, provide the information required by items 1 through 6). A revised litigation status sheet shall be provided at each stage of the litigation. When a court renders a formal opinion or judgment, copies of the judgment or opinion shall be provided to the Defense Privacy Office with the litigation status sheet reporting that judgment or opinion.

6.6. Computer Matching Programs. Paragraph B of Chapter 11 of reference (d) prescribes that all requests for participation in a matching program (either as a matching agency or a source agency) be submitted to the Defense Privacy Office for review and compliance. OSD Components shall submit these requests through the Directives and Records Division.

7. INFORMATION REQUIREMENTS

The Defense Privacy Office shall establish requirements and deadlines for DoD privacy reports. These reports shall be licensed in accordance with DoD Directive 8910.1 (reference (i)).

8. EFFECTIVE DATE

This Instruction is effective immediately.



D.O. Cooke
Director

Enclosures - 2

E1. References, continued

E2. Definitions

E1. ENCLOSURE 1

REFERENCES, continued

- (e) Section 552 of title 5, United States Code, "Freedom of Information Act," as amended
- (f) DoD 5400.7-R, "DoD Freedom of Information Act Program," September 1998, authorized by DoD Directive 5400.7, September 29, 1997
- (g) DoD Instruction 5400.10, "OSD Implementation of DoD Freedom of Information Act Program," January 24, 1991
- (h) Section 1746 of title 28, United States Code, "Unsworn Declarations of Identity"
- (i) DoD Directive 8910.1, "Management and Control of Information Requirements," June 11, 1993

E2. ENCLOSURE 2

DEFINITIONS

E2.1.1. Access. Any individual's review of a record or a copy of a record or parts of a system of records.

E2.1.2. Disclosure. The transfer of any personal information from a system of records by any means of oral, written, electronic, mechanical, or other communication, to any person, private entity, or Government Agency, other than the subject of the record, the subject's designated agent, or the subject's guardian.

E2.1.3. Individual. A living citizen of the United States or an alien lawfully admitted to the United States for permanent residence. The legal guardian of an individual has the same rights as the individual and may act on his or her behalf.

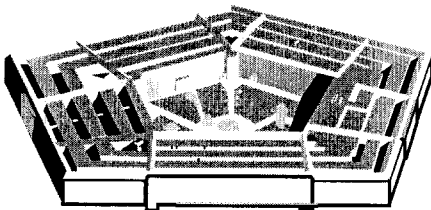
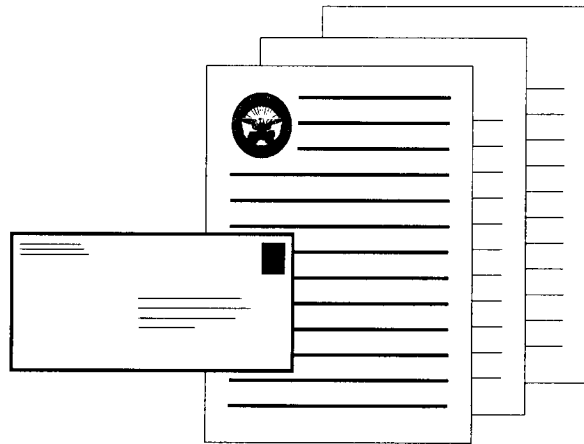
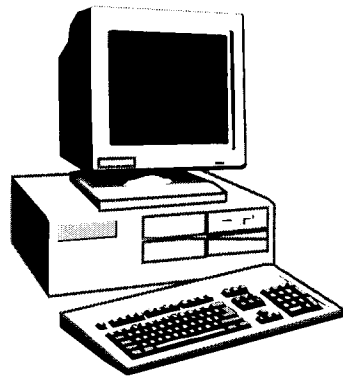
E2.1.4. Individual Access. Access to personal information pertaining to the individual, by the individual, his or her designated agent or legal guardian.

E2.1.5. Maintain. Includes maintenance, collection, use or dissemination.

E2.1.6. Personal Information. Information about an individual that is intimate or private, as distinguished from information related solely to the individual's official functions or public life.

Department of Defense

DOD Freedom of Information Act Handbook



Directorate for
Freedom of Information
and Security Review

"A popular Government without popular information or the means of acquiring it, is but a Prologue to a Farce or a Tragedy or perhaps both. Knowledge will forever govern ignorance, and a people who mean to be their own Governors, must arm themselves with the power knowledge gives."

James Madison

Introduction

This handbook is intended to assist you in making Freedom of Information Act (FOIA) requests for Department of Defense (DoD) records. It will get you started and provide you with a brief description of your rights and the manner in which DoD will respond to your requests. The information contained herein is not intended to be definitive or exhaustive.

The FOIA, which is known by its legal cite as 5 U.S.C. § 552, along with the DoD Regulation, governs how requests will be processed within the DoD. DoD Regulation 5400.7-R, "Department of Defense Freedom of Information Act Program," can be found at Part 286 of Chapter 32 of the Code of Federal Regulations, which is available in most libraries. It can also be purchased from the National Technical Information Service (NTIS), 5285 Port Royal Road, Springfield, VA 22161, for \$12.50, and may be found on the World Wide Web by entering:

<http://www.defenselink.mil/>

click on "Publications"

click on Freedom of Information Act (FOIA)

click Department of Defense (DoD) Freedom of Information Act
Program Regulation

Due to its size and complexity, the Department of Defense's FOIA program is decentralized among the several "DoD Components," which operate their own FOIA offices and respond directly to the public for their own records. If you desire records from these Components, please write to them using the addresses beginning on page 6 of this handbook. This office, the Directorate for Freedom of Information and Security Review is responsible for responding to requests for records of the Office of the Secretary of Defense and the Chairman of the Joint Chiefs of Staff. Our address is the first one listed on page 6.

Frequently Asked Questions

What is the FOIA?

The FOIA is a Federal law that establishes the public's right to request existing records from Federal government agencies.

Who can file a FOIA request?

Any "person" can file a FOIA request, including U.S. citizens, foreign nationals, organizations, universities, businesses, and state and local governments.

Who is subject to the FOIA and what type of information can be requested?

The FOIA's scope includes Federal Executive Branch Departments, agencies, and offices, Federal regulatory agencies, and Federal corporations. Congress, the Federal Courts, and parts of the Executive Office of the President are not subject to the FOIA. State and local governments are likewise not subject to the Federal FOIA, but some states have their own equivalent access laws for state records. At the Office of the Secretary of Defense/Chairman of the Joint Chiefs of Staff level, you may expect to find policy, planning and budgetary information for the DoD.

What is a record?

A record is the product(s) of data compilation, such as all books, papers, maps, and photographs, machine readable materials, inclusive of those in electronic form or format, or other documentary materials, regardless of physical form or characteristics, made or received by an agency of the United States Government under Federal law in connection with the transaction of public business and in Department of Defense possession and control at the time the FOIA request is made.

Can we ask questions under the FOIA?

The FOIA does not require Federal Agencies to answer questions, render opinions, or provide subjective evaluations. Requesters must ask for existing records, such as those mentioned above.

How do I file a FOIA request?

- Label your request "Freedom of Information Act Request," preferably within the request letter and on the envelope, and address the request to the DoD Component(s) likely to have the information you seek. If you do not know which Component is likely to maintain the information you seek, you may call the Directorate for Freedom of Information and Security Review, at

(703) 697-1160/1180, or write to us at the address below (first one on page 6) for assistance.

- State your willingness to pay applicable fees. If you seek a fee waiver, provide a justification for such a waiver.
- Describe the specific records you are requesting in enough detail so that they can be located with a reasonable amount of effort. Generally, a record is reasonably described when the description contains sufficient file-related information (type of document, title, subject area, date of creation, originator, etc.); or the request contains enough event-related information (date and circumstances surrounding the event the record covers) to permit the conduct of an organized, non-random search.

Note: A sample request letter can be found at the end of this handbook.

What are the reasons for not releasing a record?

The reasons why the Office of the Secretary of Defense/Chairman of the Joint Chiefs of Staff may not release a record when a request for the record is made under the FOIA. They are:

- A reasonable search of files failed to identify responsive records.
- The requests if transferred to another DoD Component, or to another Federal Agency.
- The request is withdrawn by the requester.
- The requester is unwilling to pay fees associated with a request; the requester is past due in the payment of fees from a previous FOIA request; or the requester disagrees with the fee estimate.
- A record has not been described with sufficient particularity to enable the DoD Component to locate it by conducting a reasonable search.
- The requester has failed unreasonable to comply with procedural requirements, other than fee-related, imposed by DoD 5400.7-R or DoD Component supplementing regulations.
- The information requested is not a record within the meaning of the FOIA and this Regulation.
- The request is a duplicate request (e.g. a requester asks for the same information

more than once). This includes identical requests received via different means (e.g. electronic mail, facsimile, mail, courier) at the same or different times.

- Any other reason a requester does not comply with published rules other than those outlined above.
- The record is denied in whole or in part in accordance with procedures set forth in the FOIA.

What are the FOIA exemptions?

Records (or portions of records) will be disclosed unless that disclosure harms an interest protected by a FOIA exemption. The nine FOIA exemptions are cited in the Act as 5 U.S.C. § 552(b)(1) through (b)(9):

- (b)(1)—records currently and properly classified in the interest of national security;
- (b)(2)—records related solely to internal personnel rules and practices, which if released would allow circumvention of an agency function;
- (b)(3)—records protected by another law that specifically exempts the information from public release;
- (b)(4)—trade secrets and commercial or financial information obtained from a private source which would cause substantial competitive harm to the source if disclosed;
- (b)(5)—internal records that are deliberative in nature and are part of the decision making process that contain opinions and recommendations;
- (b)(6)—records which if released, would result in a clearly unwarranted invasion of personal privacy;
- (b)(7)—investigatory records or information compiled for law enforcement purposes;
- (b)(8)—records for the use of any agency responsible for the regulation or supervision of financial institutions; and
- (b)(9)—records containing geological and geophysical information (including maps) concerning wells.

Can I appeal a denial?

Yes. If your request is initially denied in whole or in part under one or more of the above exemptions or denied for some other reason, you will be advised of your appeal rights and the proper procedures for submitting the appeal which must be postmarked within 60 days of the date of the denial letter. You may also appeal any determination which you consider to be adverse. As with appeals of denied information, an appeal of an adverse determination also must be postmarked within 60 days of the date of the letter advising you of the adverse determination.

How long will it take for my request to be processed?

This is a difficult question to answer because of the size of DoD and its worldwide locations. In fairness to all requesters, DoD processes requests in order by date of receipt and according to their complexity. These are called easy and hard queuing tracks. Whenever possible, an initial determination to release or deny a record is made within 20 working days after receipt of the request by the official who is designated to respond. However, due to the thousands of requests received annually, the DoD is unable to answer all of them within the statute's time requirements. Therefore, requests will have to wait their turn in the Components' queuing tracks.

Under certain conditions, expedited access may be granted if there is a compelling need, such as a threat to life and safety, if a person engaged in disseminating information has an urgency to inform the public on actual or alleged Federal Government activity, an imminent loss of substantial due process rights, or a humanitarian need.

Do I have to pay for a FOIA request?

The FOIA allows fees to be charged to certain types of requesters, but it also provides that waivers or reductions in fees be given if disclosing the information is in the public interest. Public interest is defined as information which significantly enhances the public's knowledge of the operations and activities of the DoD. The FOIA requires that requesters be placed into one of the below categories:

Commercial. Requesters who seek information for a use or purpose that furthers their commercial, trade, or profit interest are considered commercial requesters. Commercial requesters pay all fees for search, review and duplication.

Educational. Institutions of education, including preschools, elementary or secondary schools and institutions of higher learning, qualify as educational institutions. The records must be sought in furtherance of scholarly research. Educational requesters pay only duplication fees, unless it is determined that fees are waived or reduced in the public interest. The first 100 pages are provided at no cost.

Non-Commercial Scientific. A non-commercial scientific institution is operated solely for conducting scientific research. The records must be sought in furtherance of scientific research. Like educational requesters, these requesters pay only duplication fees, unless it is determined that fees are waived or reduced in the public interest. The first 100 pages are provided at no cost.

News Media. A representative of the news media is a person actively gathering news for an entity organized and operated to publish or broadcast news to the public. News media pay only duplication fees, unless it is determined that fees are waived or reduced in the public interest. Again, the first 100 pages are provided at no cost.

"Other" Requesters. Requesters who do not qualify in another category are considered "other" requesters, and normally make requests for agency records for their personal use. "Other" requesters receive two hours search, all review costs, and the first 100 pages at no cost.

All requesters should submit a willingness to pay fees regardless of the fee category, however, this does not mean you will be charged fees. Except for commercial requesters whose fees total more than \$15, waivers are always considered. Fee waivers may be granted when disclosure of the records is in the public interest because it is likely to contribute significantly to public understanding of the operations or activities of the government. The following factors are weighed in making a fee waiver determination:

- The subject of the request.
- The informative value of the information to be disclosed.
- The contribution to an understanding of the subject by the general public likely to result from the disclosure.
- The significance of the contribution to public understanding.
- Disclosure of the information is not primarily in the commercial interest of the requester.
- The ability of the requester to disseminate the information.

DoD Components

*Director, Freedom of Information & Security Review
1155 Defense Pentagon, Room 2C757
Washington, DC 20301-1155*

*Department of the Army
FOIA/Privacy Acts Office
TAPC-PDR-PF
7798 Cissna Road, Suite 205
Springfield, VA 22150-3197*

Department of the Navy
Chief of Naval Operations
N09B30
2000 Navy Pentagon
Washington, DC 20350-2000

Department of the Air Force
11CS/SCSR(FOIA)
1000 Air Force Pentagon
Washington, DC 20330-1000

Defense Contract Audit Agency
Attn: CMR
8725 John J. Kingman Road
Suite 2135
Fort Belvoir, VA 22060-6219

Defense Finance & Accounting Service
Directorate for External Services
Crystal Mall 3, Rm 416
Arlington, VA 22240-5291

Defense Intelligence Agency
Attn: SVI-1
Washington, DC 20340-5100

Defense Security Service
Office of FOIA & Privacy V0020
1340 Braddock Place
Alexandria, VA 22314-1651

Defense Information Systems Agency
Regulatory/General Counsel
Attn: FOIA
701 South Courthouse Road
Arlington, VA 22204-2199

Defense Logistics Agency
Attn: CAAR
8725 John J. Kingman Road
Suite 2533
Ft Belvoir, VA 22060-6221

Defense Threat Reduction Agency
Attn: SO
45045 Aviation Drive
Dulles, VA 20166-7517

*Inspector General of the Department of Defense
Chief, FOIA/PA Office
400 Army Navy Drive, Rm 405
Arlington, VA 22202-2884*

*National Imagery and Mapping Agency
General Counsel's Office
GCM
Mail Stop D-10
4600 Sangamore Road
Bethesda, MD 20816-5003*

*National Reconnaissance Office
Information Access & Release Center
Attn: FOIA Officer
14675 Lee Road
Chantilly, VA 20151-1715*

*National Security Agency/Central Security Service
FOIA/PA Services
N5P5
9800 Savage Road STE 6248
Ft. George G. Meade, MD 20755-6248*

***NOTE:** The U.S. Marine Corps is under the Department of the Navy, but you may also write to them at *Commandant of the Marine Corps (ARAD), Headquarters U.S. Marine Corps, 2 Navy Annex, Washington, DC 20380-1775*. The National Guard Bureau is under the Departments of the Army and Air Force, but you may write to them at *National Guard Bureau, Attn: NGB-ADM, (FOIA) 1411 Jefferson Davis Highway, Suite 10800, Arlington, VA 22202-3231*

Reading Rooms

The Directorate for Freedom of Information and Security Review operates the Office of the Secretary of Defense/Chairman of the Joint Chiefs of Staff Reading Room which contains DoD directives, instructions, manuals, regulations and select documents that have been requested several times under the FOIA (these are called FOIA Processed (a) (2) Records). The Reading Room is open to the general public from 8:30 a.m. - 4:30 p.m. Monday through Friday (excluding Federal holidays). Its location is in the Directorate, Room 2C757, in the Pentagon. Although no appointments are necessary, you must call the Directorate at 697-1160/1180 from the house phone once you arrive at the Pentagon in order to be escorted to the reading room within the Pentagon.

Each Component operates its own Reading Room. For hours of operation, location and access procedures, please contact the Component for which you are interested.

Electronic Access

At the DoD homepage, you will find a multitude of information including DoD's electronic reading room and the DoD Government Information Locator Service (GILS), which is essentially a card catalog that identifies public information resources. At the DoD homepage, you will also find the DoD FOIA Regulation, as well as the DoD Freedom of Information Act Annual Report. This is a detailed report which provides statistics on DoD's FOIA program such as the number of requests received, the number granted in full, and denied. The World Wide Web address for the DoD homepage and the DoD Government Information Locator Service (GILS) is:

<http://www.defenselink.mil/>

To access the DoD GILS system, select the "Search" button and then click on "Government Information Locator Service" for the GILS entries. Then scroll to the browse Defenselink Locator Records.

To go into the electronic reading room, click on "Publications" from the Defenselink homepage, then scroll down to Freedom of Information Act (FOIA) and click on it. Then select "Office of the Secretary of Defense/Joint Staff Electronic Reading Room." A list of titles appears. Click the title you are interested in to view that record.

Conclusion

We trust this information will be helpful to you when pursuing FOIA requests with DoD. If you have any questions, you may call (703) 697-1160/1180 and ask for a FOIA officer.

Sample FOIA Request Letter

DoD Component Head [or FOIA Officer]
DoD Component
Address
City, State, Zip Code

Dear :

This is a request under the Freedom of Information Act (5 U.S.C. 552).
I request that a copy of the following document(s) be provided to me: [identify the documents as specifically as possible].

In order to help you determine my status for the purpose of assessing fees, you should know that I am [insert one of the descriptions below]

a representative of the news media affiliated with the _____ newspaper (magazine, television station, etc.), and this request is made as part of news gathering and not for a commercial use.

affiliated with an educational or noncommercial scientific institution, and this request is made for a scholarly or scientific purpose and not for a commercial use.

affiliated with a private business and am seeking information for use in the company's business.

an individual seeking information for personal use and not for a commercial use.

I am willing to pay fees for this request up to a maximum of \$____. If you estimate that the fees will exceed this limit, please inform me first.

[optional] I request a waiver of fees for this request because disclosure of the requested information to me is in the public interest because it is likely to contribute significantly to public understanding of the operations or activities of the DoD and is not primarily in my commercial interest. [Include details about how the requested information will be disseminated by you to the general public.]

[optional] I also include a telephone number at which I can be contacted if necessary to discuss any aspect of my request.

Sincerely,

Name
Address
City, State, Zip Code
Telephone number [optional]